



Consolidating Metrics Efforts









- We Have To
 - Government Performance and Results Act of 1993
- We Want To
 - Measure compliance with policies and strategic direction of leadership



What are we trying to measure?



- Metrics must be tied to strategic vision
 - -What is the mission?
 - How and when will it be accomplished?
 - What are the markers of accomplishment?
 - How does one measure these markers?



Many Audiences! One Mission?



- Congress
- OMB
- SECDEF
- **USD(P&R)**
- **HA**

- TMA
- Army
- Navy
- Air Force
- LeadAgents





- Government Performance and Results Act (GPRA)
- OMB Common Measures
- DHP Performance Contract w/DEPSECDEF
- DodD Balanced Scorecard
- Monitoring the Status of the Force
- Quality of Life
- MHS Executive Review (MHSER)
- Service and LA specific programs



Recent Metrics Requests



- SECDEF Balanced Scorecard
 - Request from Senior Executive Council (SEC)
 - 10-12 P&R Metrics
 - HA Submission
 - Satisfaction with Health Plan and Health Care*
 - Physician and MTF productivity*
 - Purchased care cost*



Recent Metrics Requests



- MHS Strategic Plan
 - Balanced Scorecard
 - External Customer
 - Financial
 - Readiness
 - Quality
 - Cost
 - Internal Customer
 - Many from standard metric set
 - Many need to be developed



Standard Metric Set

To Assess and The Control of the Con			Metrics							
Perspective	Theme	Objective		Measure	Perf.	Instrument				Lowest
		FILE			Contract	Panel	MHSER	SECDEF	Freq	Level
		Fit Force	C-1	- "						
External		High Quality Care	C-2	Quality Outcome Measures					Q	Svc,Reg
Customer		Customer Service	C-3	Satisfaction with Health Plan	х	X		X	Q	Svc,Reg
		Healthy Communities	C-4	Healthy People 2010	х	X			Q	MHS
Financial		Determine and Account for							, ,	
		Readiness	F-1	Determine and Account for Readiness					Α	MHS
		Obtain Appropriate							, ,	
		Resources	F-2	Obtain Appropriate Resources					A	MHS
				% DHP Budget Growth					A	MHS
		Optimize Stewardship	F-3	Efficiency of MHS					A	MHS
			F-3	Efficiency of Direct Care					Α	MHS
Internal	Readiness	Medical Ready Total Force Medical Capability	R-1	Individual Medical Readiness					?	Svc
			R-1	Medical Surveillance System					?	?
			R-2	SORTS					Q	Svc
			R-2	Common Core Medical Requirements					Ã	MHS
				Common Core i Realear Negarieries is	+		<u> </u>			
		Patient Safety	Q-1	Near misses	+				0	MHS
		Patient Centered		Satisfaction with Encounter	×	×	×	×	ŏ	Svc,Reg
	Quality	rauent Centered	Q-2 O-2	Satisfaction with Access	- 2	X	X	×	ò	Svc,Reg
	_	11W- O-t				X		Х.		
		Health Outcomes	Q-3	Number of Preventable Admissions	х				Q	MTF
	Efficiency									
		Interoperability with	E-1	Number of DoD/VA Sharing Agreements					?	MHS
		partners	E-1	DoD/VA J oint Procurement Dollars					Α	MHS
		System productivity	E-2	RVU/FTE	X	X	X	X	М	MTF
			E-2	Clinical Availability of Providers					Μ	MTF
			E-2	Occupancy Rate					М	MTF
			E-2	Inpatient Days/1000	X	×	Х		0	MTF
			E-2	Prime Leakage/Outpatient Marketshare	Х	X	X	X	Σ	MTF
			E-2	Cost per APG		Х			М	MTF
			E-2	Medical Cost per Enrollee	×	X		×	м	MTF
		Identify and prioritize		- realitati Cost per Ellionec						
		requirements	E-3	Identify and prioritize requirements					A	MHS
		requirements	L-3	identity and prioritize requirements	+					MINS
		Leverage Science and								
Learning & Growth				0/ BCB # - Ch+ - Obj #						
		Technology	L&G-1						A	MHS
		Recruit, retain, develop		Fill Rate					Α	MHS
		,	L&G-2	Employee Satisfaction					Α	Svc
		Patient/Provider based	L&G-3						!	
		systems		% patient encounters in CHCSII					М	MTF
			L&G-3	TRICARE Online Usage					М	MTF
		J ointness	L&G-4	Unfilled billets with other services overages					A	MHS
				Instrument Panel Metrics no	t on the	Balanced	Score	card		
		1								
erspective	Thomas	Objective	1	Moncure	Perf.	Instrument				Lowest
erspecuve	meme	Objective	1	Measure				CECDE-		
			-	P	Contract			SECDEF		Level
External				Enrollees	Х	X	X		М	MTF
Customer		Customer Service		Claims Processing	х	X	×		М	Reg
Internal		<u> </u>		Telephone Inquires		X				
		System productivity		Total RVUs	Х	X	X		М	MTF
				Total RWPs	X	Х	х		М	MTF
				Cost per RWP		X				
				Primary Care RVUs/Enrollee		X				
		1 •		Panel Size	1	x				
				Inpatient Marketshare	×	x	×		м	MTF
		4	—	Catchment Area Purchased Care Costs	$+\hat{\mathbf{x}}$	x	×		м	MTF
		1								



Metrics Standardization



Board

- TriService Board tasked to standardize measures
 - Multiple efforts within HA/TMA, Services, Lead Agents
- Started with Performance Contract and MHSER
- Multiple communities, Multiple interests
- Need to agree on definition, data source
- Reengineer old programs
- Becomes source for new requests for metrics



Metrics Standardization



Board

- Service Representatives
 - Army LTCOL Dott Smith
 - Navy CDR Mark Turner
 - Air Force LtCol Rick Reichard
- Supported by Triservice Metrics Working Group
 - Technical Experts





Conclusion

- Senior leadership vision drives mission and forms basis for metrics
- Measures should use same data and same methodology
- Consistent metrics lead to clear and consistent message for both internal and external customers